

In the Claims:

1. (Currently amended) A quality assurance method for [[a]] an information technology services solution, comprising the steps of:

defining a first information technology services solution by a provider having a business objective for a customer having a need;

performing a first assurance review of said first solution to determine whether said first solution is technically viable, deliverable, and includes technical risk identification, assessment, and containment plans;

performing a second assurance review of said first solution to determine whether said first solution includes complete schedules, a complete cost and profit case, and said first solution satisfies both provider business objectives and said customer need;

defining a second information technology services solution by said provider, by correcting any deficiencies identified in said first or second assurance review[[s]] with respect to whether said first solution is technically viable, deliverable, and includes technical risk identification, assessment, and containment plans, and by correcting any deficiencies identified in said second assurance review with respect to whether said first solution includes complete schedules, a complete cost and profit case, and said first solution satisfies both provider business objectives and said customer need;

obtaining a customer commitment to said second solution;

thereafter, performing a first readiness review of said second solution to identify new issues or risks which arose during said obtaining customer commitment step, determine whether

delivery plans are established, and establish baselines for performance and said profit case; if said first readiness review has determined that said delivery plans are established then periodically performing a project management review to verify said second solution is being managed as defined, meeting said profit case, and meeting said customer need; and if said project management review has verified that said second solution is being managed as defined, meeting said profit case, and meeting said customer need then thereafter, performing a deliverable readiness review to verify that said second solution has been delivered to said customer and that said second solution satisfies said customer need.

2. (Currently amended) The method set forth in claim 1, further comprising the steps of: performing a third assurance review of said second solution to determine whether said deficiencies have been satisfactorily corrected; and if said third assurance review has determined that said deficiencies have been satisfactorily corrected then obtaining a commitment by the customer to said second solution.

3. (Cancelled)

4. (Previously presented) The method as set forth in claim 1, wherein said first readiness review is performed by conducting a meeting to examine whether written delivery plans comprising communication delivery plans, organization delivery plans, tracking delivery plans, change control delivery plans, quality management delivery plans, and reporting delivery plans are all established.

APR-15-04 THU 08:49 AM

FAX NO.

P. 05

5-9. (Canceled)

09/439,310

4